



# Arizona Department of Public Safety Crime Victim Services Newsletter

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**Domestic Violence  
Awareness Month  
October, 2004**

*Crime Victim Services*  
[www.avictims.org](http://www.avictims.org)

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*The mission of the Arizona Department of Public Safety's Crime Victim Services Unit is to effectively administer VOCA Assistance funds by ensuring appropriate and accessible services are available to crime victims, enhancing the delivery of those services through technical assistance, training opportunities, and promoting a continuum of care for every victim in every community.*



#### **Project Spotlight**

Recently, the Arizona Coalition for Victim Services (ACVS) offered 50 victim service workers the opportunity to attend the inaugural session of the Arizona Victim Assistance Academy (AVAA).

The academy offered attendees an amazing opportunity to live, work, study and interact with other victim service providers from all areas of advocacy. The 40-hour week-long course was held at Northern Arizona University (NAU) in Flagstaff, AZ and provided an overview of the entire field of advocacy.

AVAA met the requirements for 40 hours of core curriculum for pre-service training required by NOVA for the National Advocate Credentialing Program.

Instructors were field experts from around the state along with NAU faculty, providing an intense education foundation steeped in practical application.

June Race, with the Arizona Department of Corrections stated, "The Arizona Victim Assistance Academy was a great opportunity to network and meet the wonderful people

that work with victims on a daily basis... That week in Flagstaff I realized that together we would continue to refine crime victim advocacy as a professional position with a future."

Nancy Molever, with the Arizona Department of Juvenile Corrections thought the Academy was an excellent experience; well organized, substantive, and experiential.

The following agencies were represented at the academy:

- ♦ ADABI
- ♦ Amberly's Place
- ♦ AG's Office
- ♦ AZ Dept of Corrections
- ♦ AZ Dept of Juvenile Corrections
- ♦ AZ Dept of Public Safety
- ♦ Bullhead City Prosecutor's Office
- ♦ Bureau of Prisons
- ♦ CAPECA
- ♦ Cochise County Attorney
- ♦ Coconino County Victim Witness
- ♦ Elim House
- ♦ Family Wellness (Flagstaff)
- ♦ Gila County Attorney
- ♦ Glendale Fire Department
- ♦ Goodyear Police Department
- ♦ Homicide Survivors
- ♦ Hopi Domestic Violence Program
- ♦ Immigration and Customs
- ♦ Maricopa County Adult Probation
- ♦ Maricopa County Attorney
- ♦ Mohave County Attorney
- ♦ Mt. Graham Safehouse
- ♦ My Sister's Place
- ♦ NAU (student)
- ♦ New Hope Ranch
- ♦ Phoenix Police Department
- ♦ Phoenix Prosecutor's Office
- ♦ Pima County Attorney
- ♦ Scottsdale Police Department
- ♦ Tuba City for Family Harmony
- ♦ US Attorney's Office
- ♦ Yavapai County Attorney



(2004 ACVS AVAA graduating class)

ACVS is striving to hold an annual academy. Watch for upcoming information regarding specific dates and registration information. Victim Service providers who were unable to attend the 2004 academy should mark their 2005 calendars.

#### **Fiscal Year 05/06 DPS VOCA Award Process**

Watch the [avictims.org](http://avictims.org) website for this year's award announcement and criteria for the FY 2005/2006 DPS-VOCA application process. The process will begin mid-January with applications being due the end of February. More detailed and specific information will be posted on the website.

#### **OVC Scholarship**

The Office for Victims of Crime (OVC), through its Professional Development Scholarship Program, provides financial assistance for qualified victim service providers for continuing education. The scholarship program is designed for service providers from small, community-based or faith-based agencies that

assist crime victims and operate with limited budgets or resources, and do not have an adequate budget to support training.

Individuals as well as multidisciplinary teams of up to five individuals may apply. Individuals can receive up to \$1,000 and multidisciplinary teams up to \$5,000 in scholarship funds.

To apply for the scholarship, download the application at [www.ovcttac.org](http://www.ovcttac.org) or call 1-866-682-8822 and ask for an application.

### Annual DPS Victim Assistance Survey

The 2004 annual Victim Assistance Survey was mailed on June 30, 2004 to 102 victim service providers in Arizona. The purpose of the survey was to identify gaps in services and victim populations that are currently underserved. The following is a summary of those survey results:

#### Availability of Services

The crime victim services most often selected, overall, as always or usually available were:

- \* Information/referral
- \* Crisis counseling
- \* Assistance in filing Compensation claims

#### Underserved Victim Populations

The crime victim services most often selected as rarely available and needed were:

- \* Interpreter/sign language
- \* Emergency financial assistance
- \* Restitution advocacy

The four victim populations identified as being underserved were:

- \* Victims in rural areas
- \* Victims of diverse cultures

- \* Domestic violence victims
- \* Child abuse victims

### Victims' Rights

The Arizona Attorney General's Office of Victim Services has scheduled Victims' Rights training for 2004/2005.

This interactive training is designed specifically for private agencies and/or justice professionals who are responsible for the frontline delivery of victims' rights services. Each training session will emphasize challenges faced in the effective delivery of victim services in rural and outlying areas.

#### 2004/2005 Training Dates

10/8	Holbrook
10/13	Sedona (date change)
12/10	Sierra Vista
1/12	Lake Havasu City
1/13	Kingman
2/23	Page

To register or for more information, contact Michelle Torres at (602) 542-8458, or Carmen Shudde at (602) 542-8456 or through email at [Carmen.Shudde@azag.gov](mailto:Carmen.Shudde@azag.gov).

For agencies that receive VOCA funding, this meets the DPS victims' rights training requirement.

### Sexual Assault Core Performance Measures

In the continuing effort to develop core measures for all disciplines, listed below are core outcome and quality measures identified for Sexual Assault Service Providers:

#### Core Outcome Measures:

##### Healing:

##### Knowledge:

- ◇ Clients reporting increased knowledge of how to access available resources and services

- ◇ Clients reporting increased understanding of the effects of sexual trauma and/or victimization
- ◇ Clients reporting increased knowledge of techniques used to cope with trauma and victimization
- ◇ Clients reporting they were provided with information that helped them make informed choices

##### Experiencing:

- ◇ Clients reporting they have an improved support system
- ◇ Clients reporting increased functioning and feelings of well-being
- ◇ Clients reporting a reduction in distressing symptoms due to services provided
- ◇ Discharged clients completing treatment plan objectives

##### Justice:

##### Knowledge:

- ◇ Clients reporting increased knowledge of legal system
- ◇ Clients reporting increased knowledge of their victims' rights

##### Safety:

##### Knowledge:

- ◇ Clients demonstrating increased knowledge of safety and protection

##### Engaging:

- ◇ Clients accepting safety planning services

##### Experiencing:

- ◇ Clients reporting increased capacity to maintain safety

#### Core Quality Measures:

##### Specific Satisfaction:

- ◇ Clients reporting overall satisfaction with counseling service
- ◇ Client satisfaction with crisis service
- ◇ Clients reporting advocacy services were helpful

cacy services were helpful

##### General Satisfaction:

- ◇ Caregivers surveyed reporting helpfulness of information/tools provided
- ◇ Clients reporting cultural sensitivity of providers
- ◇ Clients surveyed reporting overall satisfaction with services provided
- ◇ Clients reporting they would recommend services to other victims

##### Network Satisfaction:

- ◇ Collaborating organizations (law enforcement, hospitals) reporting satisfaction with agency
- ◇ Referring partners reporting average and above feedback



October is Domestic Violence Awareness Month. Please join Governor Janet Napolitano, Attorney General Terry Goddard and others for the Press Conference and Reception October 20, 2004 being held at 4:00 pm in the Executive Tower Lobby. Show your support for ending domestic violence by wearing purple on October 20. Other activities promoting domestic violence awareness are scheduled during the month throughout the state. For an updated calendar of events visit ACADV's website at [www.azcadv.org](http://www.azcadv.org) or call (602) 279-2900.

**\*\*October 12 marks the 20th Anniversary of the enactment of VOCA.\*\***